

## Scorecard | Lowering Your Labor Costs

By implementing small changes to reduce labor costs, your stores can become more agile without sacrificing quality or efficiency to better position your brand for growth.

<b>Mark your confidence level: How well does your organization execute these labor cost strategies?</b> Plus, key tips for improving how this work is done	CONFIDENCE LEVEL		
	HIGH	MEDIUM	LOW
<b>You are tracking how often shifts are over- or under-scheduled</b>  <b>KEY TIP:</b> Overtime is often accrued unintentionally. To avoid surprise overtime pay, set clear expectations and goals with your store managers and use relevant historical data to create attainable labor goals for each store.			
<b>Seasonal and part-time workers are being hired</b>  <b>KEY TIP:</b> Seasonal workers can be less expensive to hire without having to bring them on as long-term staff, and this also ensures that you won't have to cut your long-term staff's hours during slower seasons.			
<b>Staff are cross-trained for different roles to make them as versatile as possible</b>  <b>KEY TIP:</b> Cross-training makes it easier to create schedules since you can easily pivot mid-shift in case of a last-minute vacancy. This can also help reduce turnover—the more hours worked, the more knowledge gained, and the more employees feel invested.			
<b>Scheduling is based on your sales forecast to increase accuracy</b>  <b>KEY TIP:</b> Analyze your historical sales to predict how busy your restaurant will be, while factoring in various inputs, like guest counts and holidays, to ensure the right mix of staff is scheduled to accommodate both peak and slow hours.			
<b>Employees can easily swap shifts when needed</b>  <b>KEY TIP:</b> Scheduling flexibility is closely linked with employee satisfaction. With an employee scheduling app, managers can approve changes on the schedule and jump right back to work on their other responsibilities.			
<b>Key tasks are optimized to help teams work smarter, not harder</b>  <b>KEY TIP:</b> Automate work that can easily be reduced or removed altogether, so your team doesn't need to spend countless hours on mundane tasks, and can feel more invested in more valuable, higher-impact work, like helping customers.			
<b>Technology and equipment upgrades are regularly considered</b>  <b>KEY TIP:</b> Upgrading technology and equipment can make each shift more effective and efficient. For instance, robots that can fry food are safer, faster, and less error-prone, don't need vacation days or raises, and can work 24/7 without overtime pay.			
<b>Labor law compliance is carefully monitored</b>  <b>KEY TIP:</b> Make sure you're up to date on the latest jurisdictional labor law requirements in every store to reduce costly violations or penalty pay.			
<b>Attractive compensation and perks are offered to employees and candidates to improve retention</b>  <b>KEY TIP:</b> Gym reimbursements, bonuses, and stock options are great ways to differentiate your company and incentivize your workers to stay longer.			

See end of scorecard for rankings and additional resources

### Here are some different ways you can use this scorecard:

- Assess your current state of operations
- Create an action plan
- Prioritize where to focus
- Guide conversations with leadership

## See how you stack up

Follow the rankings below for more insight and additional resources

### If you marked “high” confidence for most items

Great work—sounds like you’re achieving next-level operational excellence to unlock new growth opportunities for your business. Interested in seeing how you compare to your peers? Download the [2023 Restaurant Operations Report](#).



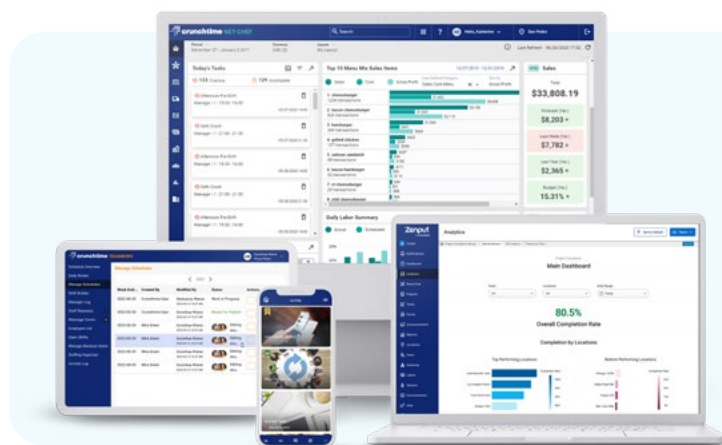
### If you marked “medium” confidence for most items

Nice job—seems like you’ve nailed the fundamentals and can continue to improve operational excellence in one or more focus areas. Next, we suggest you download [Measuring What Matters in Restaurant Operations](#) to learn the impact of operations work—from inventory management to employee development—to reduce costs, improve efficiency, increase profits, and boost customer satisfaction.



### If you marked “low” confidence for most items

Off to a good start—now that you know where you stand, you can create new goals to reach. To help you get started, we recommend downloading [The Restaurant Operators Guide to Ops Excellence](#) for a framework for achieving operational excellence with modern processes, technology, and automation.



Crunchtime is how the **world’s top restaurant brands** achieve operational excellence to grow confidently. We’re here to help your organization realize these outcomes with confidence.

For more information or schedule a personalized demo, get in touch with our team:

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